

01 03 031237Z MAR 04 UNCLASSIFIED  
YES RR UUUU AA ZEXW

CDR SDDC ALEXANDRIA VA//SDPP//  
AIG 7591  
AIG 7593  
AIG 7595  
AIG 7596  
AIG 12481

ESC DI FIELD OFFICE M ALICE SPRINGS NT AS//TO//  
CDRUSAREUR DCSLOG HEIDELBERG GE//AEAGD-TC//  
CINCUSNAVEUR DET IBERLANT SUPPCMP LISBON PO//  
513ACCW RAF MILDENHALL, UK// LGTT//  
4722SPTS CFB NORTH BAY ONTRARIO CAN//LGTT//  
MCAS BEAUFORT SC//S4TOM//  
COMNAVSUPSYCOM MECHANICSBURG PA/442//  
COGARD WASHINGTON DC//G-WPM-2/GLCL//  
HQDA WASHINGTON DC//DALO-TSP-PP//  
CMC WASHINGTON DC//LFT-4//  
HQUSAF WASHINGTON DC//ILTT//  
CDR599THTRANSGPTML WHEELER AAF HI//  
DIRMTMC598THTRANSGP VAIHINGEN GE//

INFO CVSARCS OTJAG FT MEADE MD//JACS//  
NAVY JAG WASHINGTON DC//NJAG 14C//  
GSA FSS CENTRAL OFFICE ARLINGTON VA//  
AFLSA WASHINGTON DC//JACC//  
CMC WASHINGTON DC//CODE MHP-40//  
DFAS OPLOC NORFOLK VA//FTA//

UNCLAS  
PASS TO ALL PERSONAL PROPERTY SHIPPING OFFICES WORLDWIDE

SUBJECT: SUBMITTING INCONVENIENCE CLAIMS TO HQ SDDC

A. REF HQSDDC MSG 231653 OCT 00. SAB

1. WE ARE RECEIVING INCOMPLETE INFORMATION FROM ITOS CONCERNING  
INCONVENIENCE CLAIMS SUBMITTED TO THIS HQ FOR ACTION.

2. AS STATED IN OUR MESSAGES, SERVICE MEMBERS ARE ALLOWED TO FILE AN

INCONVENIENCE CLAIM DIRECTLY WITH THE CARRIER WHEN THE SHIPMENT FAILS TO BE DELIVERED ON OR BEFORE THE REQUIRED DELIVERY DATE (RDD).

3. WHEN THE CARRIER DOES NOT HONOR THE MEMBER'S CLAIM FOR ANY REASON, THE MEMBER MAY REQUEST ASSISTANCE THROUGH THE DESTINATION ITO. THE ITO SHOULD REVIEW THE MEMBER'S CLAIM AND ADVISE THE MEMBER OF ANY ITEMS NOT NORMALLY CONSIDERED AS PART OF AN INCONVENIENCE CLAIM AND DELETE THOSE ITEMS FROM THE CLAIM BEFORE SENDING IT TO THE CARRIER. THE ITO ON BEHALF OF THE MEMBER SHOULD SUBMIT THE CLAIM TO THE CARRIER WITH THE REQUEST THAT THE CLAIM BE RESOLVED.

4. IF THE CARRIER DENIES THE MEMBER, AND ITO REQUEST FOR REIMBURSEMENT, THE FOLLOWING INFORMATION IS REQUESTED WHEN SUBMITTING TO HQSDDC.

A. A MEMORANDUM FROM THE ITO AS TO THE REASONABLENESS OF THE CLAIM, TO INCLUDE THE TOTAL NUMBER OF DAYS THE SHIPMENT WAS LATE;

B. PROVIDE THE ACTUAL PICKUP DATE;

C. PROVIDE A COPY OF THE MEMBER'S GOVERNMENT BILL OF LADING;

D. STATE THE RDD FOR THE SHIPMENT, AND THE ACTUAL DATE THE SHIPMENT ARRIVED;

E. PROVIDE A COPY OF THE ITO APPEAL TO THE CARRIER AND THE CARRIER'S REPLY;

F. PROVIDE A COPY OF THE MEMBER'S INITIAL CLAIM LETTER, AND THE CARRIER'S REPLY;

G. PROVIDE COPIES OF THE MEMBER'S RECEIPT FOR OUT-OF-POCKET EXPENSES AND ANY OTHER PERTINENT DATA OR DOCUMENT (S) TO SUPPORT THE CLAIM. IF THE MEMBER'S RECEIPTS ARE MISPLACED, OR LOST, THE MEMBER MUST PROVIDE A SWORN STATEMENT FROM STAFF JUDGE ADVOCATE (SJA), OFFICE. THE MEMBER SHOULD RETAIN ALL ORIGINAL COPIES OF THE RECEIPT AND LETTERS AND THE ITO SHOULD KEEP A COPY AS WELL.

5. REMEMBER, ITOS SHOULD SCREEN ALL INCONVENIENCE CLAIMS FOR ITEMS PURCHASED BY THE MEMBER THAT MAY BE CONSIDERED UNNECESSARY. IF THE SHIPMENT WAS HELD BY CUSTOMS, OR IF THE CARRIER HAS BEEN DISQUALIFIED, PLACED IN NONUSE STATUS, OR HAS GONE OUT OF

BUSINESS, THERE IS NOTHING THAT CAN BE DONE BY THIS OFFICE TO ASSIST THE MEMBER TO RESOLVE THE CLAIM.

6. ITOS SHOULD ALSO CHECK IF THE SHIPMENT WENT INTO STORAGE-IN-TRANSIT (SIT), OR WAS OFFERED FOR DELIVERY BY THE CARRIER ON OR BEFORE THE RDD. ITOS SHOULD ALSO REVIEW IF THE ITEMS WERE PURCHASED BEFORE THE DUE DATE OF THE SHIPMENT. ITEMS PURCHASED BEFORE THE DUE DATE OF THE SHIPMENT WILL NOT BE PART OF THE INCONVENIENCE CLAIM AND WILL BE DELETED. ITEMS PURCHASED TWENTY FOUR (24) HOURS AFTER THE DUE DATE OF THE SHIPMENT WILL BE PART OF THE MEMBER'S INCONVENIENCE CLAIM.

7. THE FOLLOWING IS THE DEFINITION OF OUT-OF-POCKET EXPENSES: ADDITIONAL ITEMS PURCHASED OR RENTED IN ORDER TO "RELIEVE A HARDSHIP" WHEN THE SHIPMENT IS LATE BECAUSE OF THE CARRIER'S NEGLIGENCE.

8. ALL INFORMATION SUBMITTED FOR AN INCONVENIENCE CLAIM SHOULD BE PERTAINING TO THE MEMBER ONLY. CLAIMS SUBMITTED WITHOUT THE INFORMATION LISTED ABOVE WILL BE RETURNED WITHOUT ACTION.

9. THIS MESSAGE WILL BE POSTED ON HQSDDC'S WEB PAGE AT [WWW.SDDC.ARMY.MIL](http://WWW.SDDC.ARMY.MIL).

10. FOR QUESTIONS CONTACT HQSDDC CARRIER QUALIFICATION AND PERFORMANCE TEAM AT [PPPERF@SDDC.ARMY.MIL](mailto:PPPERF@SDDC.ARMY.MIL).